

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 203097
Grade 15**

PUBLIC SAFETY EMERGENCY COMMUNICATIONS SPECIALIST I

DEFINITION OF CLASS:

This is entry level work involving public safety communications in a 24/7, 9-1-1 emergency communications center providing mission critical services between the general public in crisis and law enforcement, fire, emergency medical, and animal control providers. Contacts include emergency communications instructors and more experienced coworkers, with the purpose of learning and applying the knowledge, skills, and abilities required to perform the work; and Police Officers and Fire/Rescue Personnel, representatives of other public safety and support agencies, and the general public with the purpose of receiving and relaying information, and coordinating mutually supportive actions among public safety units and employees, and providing field Police Officers or Fire/Rescue Personnel with vital communications. Personal assistance is provided to citizens requesting emergency and non-emergency help via telephone calls or other communication devices received in the emergency communications center. The employee determines when information is sufficient to accurately conclude the assistance required (i.e., law enforcement, fire, medical, animal control), utilizes structured protocols, records appropriate information, determines priority of response, provides the required assistance or relays information to appropriate staff. Employees in this entry class are developing highly skilled listening ability in order to quickly ascertain from emotional, distraught individuals, the nature of assistance necessary.

An employee in this class is responsible for learning about and developing the knowledge of the practices, methods, standards, and procedures of public safety communications in a 9-1-1 environment combined with skill in the use of various telephone equipment and other integrated systems at the call taking workstations. Such knowledge is acquired through structured classroom instructions and extensive on the job training. Initially employees work under the direct, close supervision at the workstation from a fully skilled Public Safety Emergency Communications Specialist; employees are expected to demonstrate increasing knowledge, skills and abilities which signify less supervision is required. Work is, initially, continuously monitored by a proficient Public Safety Emergency Communications Specialists or a Public Safety Emergency Communications Supervisor for accuracy, ability to calmly respond to emergency situations, and compliance with standard operating procedures. Work performance is governed by extensive written guidelines, which employees are expected to closely follow with frequent reference to supervisor or higher level Public Safety Emergency Communications Specialist for application as new situations are encountered. All deviations from normal policies/procedures are referred to higher authority for resolution. This level of work is complicated by the need to learn and commit to memory many varied duties requiring different steps/procedures and making prompt, accurate decisions under often trying circumstances. Work requirements do not permit prolonged reflection before making decisions. Work performed at this level contributes to the expeditious routing of calls for police and other public safety services and assists Police Officers or Fire/Rescue Personnel in the field. Work requires timely and appropriate responses to incoming calls from the public and to requests for police, fire and medical dispatches to emergency situations which may be potentially life-threatening in nature. Work requires employee to sit for prolonged periods at a designated workstation monitoring computer screens and entering data. An employee in this class may be required to rotate shifts and days off.

EXAMPLES OF DUTIES: (Illustrative Only)

- As part of on-the-job training, responds to telephone and wireless phone inquiries at a call taker work station; determines via structured protocols whether information is sufficient to accurately ascertain the nature of assistance required (i.e. police, fire, or medical), records appropriate information, determines priority of response, provides the required assistance or relays information to appropriate staff.
- Provides pre-arrival and post-dispatch instructions to the caller in order to mitigate or lessen the impacts of their emergency prior to arrival of public safety responders.
- Utilizes life support protocols, as authorized under Maryland Emergency Medical Dispatch license/certification to provide appropriate instructions to caller.
- As directed, makes inquiries into local, state and national police computer data bases to obtain/record information on arrest warrants, driver history, stolen property, stolen vehicles, securities and boats, vehicles, firearms, etc.
- As directed, provides information concerning special events, large crowds, traffic congestion, etc.
- As part of on-the-job training, communicates with voice box devices for speaking impaired persons; operates teletype devices with the Maryland Relay Service for the hearing impaired requesting police or other assistance; learns to utilize language translation services, as appropriate, to complete call processing from foreign speaking callers.
- As directed, updates information such as new street names and house numbers, phone numbers, etc. to update the Computer Aided Dispatch (CAD) system.
- As directed, refers callers to other County agencies, state or federal agencies or outside jurisdictions; learns the process for maintaining electronic communication with surrounding jurisdictions and municipalities.
- As directed, explains limited aspects of civil law and various aspects of traffic and criminal law, and fire code to the public.
- As directed, processes calls for vehicle towing services, road maintenance crews, traffic signal light crews, etc., as necessary.
- As directed, performs routine equipment preventive maintenance tasks and tests to help maintain operational capability.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to learn SOPs of the Emergency Communications Center for Law Enforcement and Fire/Rescue and applicable local, State and Federal laws.
- Ability to learn and commit to memory large volumes of written directives and procedures (i.e., the SOPs governing call-taking and police dispatching functions in the County Emergency Communications Center environment).
- Ability to acquire knowledge of and skill in application of the requirements, capabilities, and user techniques for multiple automated systems (e.g., computer aided dispatch system, computerized warrant system, state and national system for checking outstanding warrants and stolen vehicles, computerized phone system, mapping systems) located at call taking and workstations.
- Ability to distinguish between civil, traffic, and criminal laws, and the County fire code.
- Ability to speak clearly and distinctly with a diverse population.
- Ability to quickly receive, to comprehend, and to relay information from and to a variety of sources, individuals, and situations.
- Ability to prioritize, to organize, and to multi-task simultaneous actions.
- Ability to obtain and maintain active NCIC system access.

- Ability to obtain and maintain active certifications for Law Enforcement Dispatch, Emergency Medical Dispatch and Fire Dispatch Protocol Systems.
- Ability to obtain and maintain CPR certification.
- Ability to obtain and maintain State of Maryland Emergency Medical Dispatch license.
- Ability to operate automated computer systems.
- Ability to read maps.
- Ability to work rotating shift work, and work on holidays in a 24/7 environment.
- Ability to attend meetings or perform other assignments at locations outside the office, if necessary.

MINIMUM QUALIFICATIONS:

Experience: One (1) year of experience involving public contact.

Education: Graduation from high school or High School Certificate completion recognized in the State of Maryland.

Equivalency: None.

License: Upon Completion of Probationary Period: Possession and maintenance of CPR certification; Law Enforcement Dispatch, Fire Dispatch, and Emergency Medical Dispatch Protocol System certifications; State of Maryland Emergency Medical Dispatch license; METERS/NCIC certification must be obtained by the completion of the probationary period.

PROBATIONARY PERIOD:

The probationary period is 12 months for a full-time or part-time employee newly appointed to a merit system position, unless there is a statutory training or an existing practice of a longer duration. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Limited Core Exam with Drug Screen

Class Established: December 1978

Revised: May 1980

March 1987

July 1989

Classification Study: December, 1994(M)

March 1998

Classification Study: February 2006 (M)

April 2010

July 2013

August 2013

June 2014

October 2014

February 2016

Minimum Qualification – Experience updated: November 2019

Formerly Titled: Public Safety Communications Specialist I